

DOOR WARRANTY

Touchwood Doors warrants:

1. Those goods specified in the schedule for a period of twelve (12) months as from the date of transfer of risk to be free from defects in material and workmanship which would render them unserviceable or unfit for normal use or for any use specified by the purchaser as a condition of its order prior to manufacture.
2. To the extent permitted by the law or the express provision of any statute or otherwise hereby expressly excluded and in respect of such warranties that cannot be so excluded, these terms and conditions shall be read such that those statutory warranties are read as being in addition to the warranties hereby given.
3. Subject to Clause 2, the warranty in Clause 1 shall be read subject to the following matters being excluded as defects:
 - 3.1 variations in geometry of doors, unless not in accordance with AS2688-2017 for squareness and flatness;
 - 3.2 natural variations in the colour and texture of timber;
 - 3.3 variations in veneered plywood finishes, unless not in accordance with AS2270-2006 or AS2271-2004;
 - 3.4 normal show through of internal and core components (Note: it is not recommended to use high gloss finishes on doors where reflected light may exaggerate show through);
 - 3.5 doors not accorded reasonable treatment by the customer, including failure by the customer to store flat or hang in dry buildings including moist or freshly plastered areas where the moisture content of the door skins may increase abnormally and cause warping
 - 3.7 failure by the customer to ensure that the doors:
 - i) Immediately after fitting and prior to hanging (including the top and bottom edges) have received two coats of paint, varnish or sealer so as to prevent absorption of moisture and damage to the doors
 - ii) Have been painted with a preparation suitable to eliminate damage caused by exposure to natural and induced elements;
 - iii) Have received proper exterior finishes for exterior doors and depending on degree of exposure, additional protection by flashing and weather stripping on the top and bottom edges;
 - iv) Where doors are exposed to direct sunlight the door surface has been finished with light reflective colours;
4. Experience has demonstrated that when warp occurs after delivery, it is usually due to improper storage or adverse moisture conditions prior to or after hanging, not due to faulty manufacture. Touchwood Doors will accept no responsibility for the development of warp if:
 - The moisture content of the door falls below 12% or exceeds 18%;
 - Doors with face veneers of differing materials or timber species;
 - Doors that are improperly installed or which do not swing freely;
 - External doors painted with dark colours;
 - Doors installed in air-conditioned areas or with abnormal temperature differentials from one face to the other;
 - Doors that have been leant against walls prior to hanging;
 - Doors that are fitted with bolection moulding that have been installed by others or differ from tested prototype.

FIRE DOOR ASSEMBLY

Regulations

We would like to take this opportunity to remind you of important points regarding your Fire Door Unit that must be adhered to, in order for **Touchwood Doors** to issue a certificate of compliance as per the **AUSTRALIAN STANDARDS 1905 PART 1, 2015**

- FIRE RATED FRAMES BUILT INTO MASONRY WALLS TO BE FULLY GROUTED AND PARTITION/STUD FRAMES TO BE PACKED WITH
- LIQUID PLASTER, STRIPS OF FIRE RATED PLASTERBOARD OR FIRESEAL ROCKWOOL.
- THRESHHOLD BENEATH WIDTH OF FRAME TO BE NON-COMBUSTIBLE
- MARGINS BETWEEN DOOR AND FRAME REVEAL, TO BE NO MORE THAN 3mm AT TOP AND BOTH SIDES, AND NOT EXCEEDING 10mm FROM FINISHED FLOOR LEVEL TO BOTTOM OF DOOR. IT IS CRITICAL THAT THESE MARGINS BE ADHERED TO.
- ANY HARDWARE THAT YOU MAY BE SUPPLYING AND INSTALLING YOURSELF OR HAVING INSTALLED BY OTHERS, MUST BE APPROVED AND TESTED ON OUR FIRE DOOR.
- THE DOOR MUST NOT BE TRIMMED BEYOND THE 10mm EDGE STRIP SURROUNDS.
- OUR FIRE DOORS ARE HANDED CONTAINING PLATES SPECIALLY PREPARED WITHIN THE DOOR TO SUIT HINGES, LOCK AND CLOSER. YOU MUST ALIGN THE TOP HINGE PLATE (which is stamped on the door) WITH THE TOP HINGE OF THE FRAME. FAILURE TO DO SO WILL RESULT IN DOOR FALLING OUT OF FRAME AND REQUIRING REPLACEMENT.
- WE RECOMMEND THE USE OF 30mm x 4.91mm (10 gauge) SCREWS FOR CLOSER AND 50mm x 4.91mm (10gauge) FOR HINGES. A PILOT HOLE OF 4mm (5/32") MUST BE PREPARED IN DOOR PRIOR TO SCREWS BEING APPLIED.